

Making a Complaint

At Northern Rock we are committed to providing you with a first-class service. If for any reason you are not entirely satisfied, we want to hear from you as soon as possible so we can put matters right and take steps to prevent the problem happening again.

The quickest way to resolve your complaint is to:

- contact your local branch in person or by telephone

or

- contact the department concerned by telephone

Mortgages	0845 602 8301*	8am - 6pm Monday – Friday 9am - 12pm Saturday
Savings	0845 600 7301*	8am - 8pm Monday - Friday 8am - 4pm Saturday 10am - 3pm Sunday
Insurance	0845 603 9913*	8am - 8pm Monday - Friday 9am - 3pm Saturday

Alternatively, you may contact our Customer Relations department

In writing to:
Customer Relations
Northern Rock House
Newcastle upon Tyne
NE3 4PL

By e-mail to: Customerrelations@northernrock.co.uk

However you choose to contact us, where we cannot resolve the problem to your satisfaction by the close of the next working day, we will promptly acknowledge your complaint in writing. We will aim to resolve your complaint within eight weeks, keeping you informed of progress. If there is any reason for a delay in responding, we will let you know.

If after receiving our final response you are not satisfied, or if eight weeks have passed since you first raised the matter with us, you have the right to refer your case to the Financial Ombudsman Service. We will send you details of how to contact the FOS with our final response.

If you need our response in another format such as Braille, large print, audio or interpreter services, please contact our Disability Awareness Team by:

Telephone: 0191 279 5300 (9am to 5pm Monday to Friday).

Text Phone: 0191 279 8505 (9am to 5pm Monday to Friday).

In writing: Disability Awareness Team, Northern Rock House, Gosforth, Newcastle upon Tyne NE3 4PL.

By e-mail: disability.awareness@northernrock.co.uk.

* Calls are charged at your service provider's prevailing rate and may be monitored and recorded.